

**Department of Design, Construction and Land Use  
Request for Proposals – Training and Education  
Questions/Answers from Proposer's Conference**

**1. Were previous RFPs similar to this in terms of the scope of work in terms of the nature and types of courses?**

Previous RFPs have been for larger amounts of work with a larger overall budget but the nature and types of courses were similar. All work requested is in forwarding the direction of the education strategy to facilitate the process improvement changes having occurred and occurring in the department.

**2. Are the revisions that are requested (noted in the Description) to previously designed/existing courses; are we just updating existing courses?**

There is a mix of revisions; some refer to changes/updates to existing materials and some are extensions or continuations based on new or current needs. Vendors would be working with Subject Matter Experts to identify changes to see what is needed to ensure that materials meet the current need.

**3. Is there a way to find out in which cases there are existing materials?**

Summary of review of each course:

- Temporary Erosion Sedimentation Control: Course materials from several external resources; Department of Transportation (city and state) and Department of Ecology.--they have been focused on the needs of statewide settings as opposed to urban settings. What we're looking for is adaptation of those materials where it is appropriate and building additional materials that fit our needs in an urban setting.
- Grounding and Electrical Safety: No courses exist; course specific to Electrical Inspectors with substantial background knowledge.
- Sign Staff New Highway; development of a path of courses/competencies for the job performed by Sign staff—those responsible for the regulating and compliance of Sign placement, use, etc within the city limits.
- Dealing with Difficult Customers; Course materials exist that may or may not be used/edited to create a custom course to address the needs of those employees working in the Applicant Service Center (ASC) dealing with a high volume of customers and customer demands.
- Single Family Plan Review Series; an area of work and courses designed to move a group of employees from a technical to professional position over time. This work is compiling, refining, developing and formatting both existing and new materials into course ready condition.
- Customer Service Skills for Inspectors; Course materials exist that may or may not be used/edited to create a custom course to address the needs of those employees working with the public/in the field serving in a compliance or enforcement role.
- Update on EEO laws and discrimination issues; Work with DCLU Human resources subject matter experts to update existing course materials.

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- Facilitation Skills for Public Meetings; Course does not exist. This course is designed for those employees serving with Design Review Boards conducting public meetings. It will serve as the foundation for a train-the-trainer course in order to build like skills in community members conducting public processes as well.
- Performance Management Workshops; Some preliminary materials exist for training purposes in use with pilot processes. The department, along with other parts of the city, is taking very seriously the need to put together a revised and improved performance management system. It is a process that is going to require training for supervisors and managers as well as employees in the department on how one participates in this process. This includes setting expectations for performance, assessing skills of employees, communicating, giving feedback, coaching. We are currently pilot testing portions of this process now. Work will include refinement of existing materials as needed and continuation of development of new materials. This is a human resources process.
- Manager/supervisor Series; We have a new department Director, Diane Sugimura who is in the process of developing a new leadership team. As stated in the Description, Consult, design, deliver new courses designed to respond to issues and priorities of the department's new leadership team and DCLLU managers around strategic planning, adaptation and business processes.
- Interviewing Basics; Create a new course with strong reliance on subject matter experts designed for staff responding to public requests and inquiries.
- Building Code for Construction; as stated in Description. We have several technical experts that have already developed a series of workshops (approximately 12-16 weeks in length). This work is to refine, document and reformat materials into the existing library of courses.
- Writing public e-mails; as stated in Description (not general or etiquette based). This is specific to the type of inquiries received in terms of technical accuracy; not focused on writing skills or communication basics.
- New "Highway" for Planning staff; development of a path of courses/competencies for the job performed by a new unit of work at DCLU; that of regional, comprehensive Planning staff—recently moved to DCLU from the City of Seattle's Strategic Planning Office.
- Consultation to Training Unit and Advisory Board; as stated in Description.

**4. Regarding the Manager/Supervisor series training, is the department's leadership interested in consulting on organizational, systems or process changes rather than developing training?**

The Department Director is working with an organizational consultant now. This request relates back to the education strategy to enhance skills in the area of leadership skills. The framework of the contents here is focused on training and likely not reflecting organizational design consultation needs.

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Again, this body of work is related to consultation and development of the training response to current organizational issues.

- 5. Is the customer service training desired related to “risk communication” needs? “Risk communication” relates to people communicating in a “hostile” environment; learning to deal with confrontational situations.**

That is an appropriate description for the audiences intended in this Scope of Work. This work focuses on issues related to our community Design Review Boards who work with developers and the public to shape a lot of the design components of new projects. We have the responsibility for providing skills to community members/Design Review Board members and to design materials to serve both these boards and DCLU personnel, in terms of train the trainer support, responsible for staffing these boards.

- 6. What does the term “highway” refer to in relation to Sign staff and Planning staff items respectively on the RFP course list?**

“Highway” is a term that relates to the department’s education strategy. It is desired that each job function has a path or map of courses that reflect competencies. As is stated in the “Background” at the top of the Supplement to the Scope of Work (addendum to RFP Attachment A) DCLU has four categories of training; general which represents that knowledge that is to be common to all employees, basic which is the knowledge that is required of the job area or field, specialized/technical representing special skills or knowledge related to the full performance of the job, and leadership representing technical and strategic supervisory and managerial skills.

- 7. How specific is the course content to the DCLU environment and application?**

Very specific; the training requested through this RFP is expected to be integrated into the comprehensive training library for the purpose of edit and ongoing delivery as desired by DCLU. As stated in section 2.2 “Training Materials Content” of the RFP, the deliverables will be formatted in a very specific way as informed by previous work, will be provided to DCLU electronically and will be owned by the department. So-called “off-the-shelf” training programs will not be considered for purposes of this proposal.

- 8. Some courses include instruction as part of the work. Is that ongoing or short-term, limited instruction? Is it presumed that instruction is not included if it is not specifically included in the Description?**

The courses that state instruction as a part of the Description are intended to be a one-time deliverable. Because the desire of DCLU is to rely increasingly on internal resources for training and education design, development and delivery, instruction provided in this Scope of Work will also serve in part as a train-the-trainer model for the courses purchased.

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**9. Can we have a sample of materials requesting updates?**

Because proposer samples of work are required to be provided as part of the RFP application (section 4.2 B.), samples of existing versions of DCLU materials will not be offered to proposers. The Review Team is interested in seeing samples of the work developed by proposer's without influence by existing course materials. Contracted vendors will be provided all necessary existing materials for edit/format sample purposes as needed to successfully execute the contract(s).

**10. How can we propose revisions to work without seeing the existing course materials?**

Updates and edits will rely on and be so largely informed by department Subject Matter Experts; thus, review of existing course materials is not likely to better inform proposers of the work/revisions needed.

**11. Is the estimated contract range of \$125,000 (in 2.1 of the RFP) expected to cover the full range of work proposed?**

Yes, it is an estimated budget. As the work is further defined, and if the scope of work changes in a way that was not anticipated, contracts will be amended as needed.

**12. Can you post the list of contacts attending the proposer's conference?**

Yes, posted at: <http://www.cityofseattle.net/dclu/rfp/>

**13. How do I get on the list of city-approved vendors?**

The City of Seattle invites you to register your business in the City's Vendor and Contractor Registration system. The Vendor and Contractor Registration system is a tool that will be available to assist departments in soliciting businesses interested in working for the City. Although registering does not guarantee that the City will have a need for your product or services, if you register, it is more likely that your firm will be solicited for bids or proposals if there are City requirements that you may be able to satisfy. If the City procures goods or services from your business, additional tax reporting information will be requested at point of payment or contract award. The City encourages women- and minority-owned businesses to register and to participate in City bidding and proposal opportunities.

<http://www.cityofseattle.net/purchasing/VendorRegistration.htm>

**14. How should proposals be priced/costed (flat fees, etc)?**

The DCLU Review Committee encourages proposers to provide detailed costing that describes the fee structure, formula for fees, expenses and costs

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included proposals to allow the Review Committee to thoroughly review and compare proposals.

- 15. Where DCLU subject matter expert assistance is not described/included as a part of the work for a topic/course in the supplement (addendum to RFP Attachment A), is the vendor expected to provide subject matter expertise?**

It is anticipated that all work included in the RFP will require contracted vendor(s) to work with DCLU staff and/or liaisons either as subject matter experts or to provide context for material design or review. All courses/work in the RFP are custom, specific, and in may be uniquely applied to the DCLU workplace and protocol.